

**GENERAL INFORMATION FOR
INDIANA DEPARTMENT OF NATURAL RESOURCES
CENTRAL RESERVATION SYSTEM**

The Indiana Department of Natural resources (IDNR) is looking to procure a single contract that will provide a fully outsourced Central Reservation System (CRS) for campgrounds, cabins, cottages, rent – a – camps, shelters, recreation buildings, and group camps in October of 2006. The information contained in this document are some of, but not limited to, the required specifications for a CRS. This document is being provided so that vendors, during a 14-day window subsequent to the information session (August 30, 2005), may provide questions/comments to the Department of Natural Resources on requirement issue's that may prohibit solutions.

The intent of IDNR is to provide our customers an easy to use reservation system that provides real-time data and allows for the reservation of a facility with minimal effort and time. It is expected that the system will allow for walk-in rentals at the IDNR properties, a call center and Internet reservation requests, and an accounting/reporting module all working seamlessly together.

The Department is open to all potential business models. The current business model incorporates vendor payment into a "commission" per night basis. All vendor costs are recouped through the nightly commission.

OVERVIEW OF CURRENT METHODS (These methods could change annually)

2004 Campsite Occupancy

Camp nights realized	423,000
Cabin nights realized	13,500
Shelter days realized	3,000
Recreation buildings realized	470
Group camp nights realized	145

IDNR currently has committed the approximate number of campsites and facilities committed to the inventory of the CRS.

Camping	8,221
Cabins	133
Shelters	151
Recreation Buildings	13
Group Camps	6

Central Reservation System Business Rules

The software must provide system checks that validate all business rules. Pricing and business rules are subject to change. The system must allow for immediate changes.

Camping Business Rules

CAMPING (includes all forms)

Reservation Definition:

A single site can be reserved for a maximum of 14 consecutive nights. Camper must vacate property for a minimum of 48 hours (2 days) before returning with a new reservation. Customer can reserve multiple sites in one call or one Internet session but each site will result in a separate reservation.

Length of Stay:

Site can be rented for a minimum of:

- 1 night during weekdays, Monday - Thursday (campgrounds, youth, rally, canoe) (If Friday and Saturday reserved then Sunday is available for a 1 night rental and if Saturday and Sunday are reserved then Friday is available for a 1 night rental.)
- 2 nights for weekends (Friday and Saturday or Saturday and Sunday (campgrounds, rally, canoe, *youth tent can rent 1 night on weekend)
- If 7 nights or more are rented, no restriction on weekend or Holiday stay but cannot exceed 14-night rule.
- 3 nights for holiday weekends (campgrounds, rally, canoe, *youth tent can rent 1 night on weekend)

Method/Amount of Payment:

CALL CENTER

Credit/Debit card (MasterCard/Visa), quick check verify, money order. Corporate checks will be accepted for group reservations such as youth groups and school groups. Credit card only if made less than 15 days prior to date of arrival. Customer will have the option to pay for an extended stay with a different credit card. If reservation made by money order, vendor must receive money order within 7 days after reservation is made or the reservation will be cancelled and the site returned to inventory. If a money order customer reserves multiple sites the occupants will be allowed to call and make payments by credit card with the same 7-day rule applying.

INTERNET

Credit/Debit card only

PROPERTY

Credit/Debit card (MasterCard/Visa), money order, quick check verify or cash.

CAMPGROUNDS, RENT-A-CAMPS and CANOE CAMPS: Full payment for the entire camping stay is required when the reservation is made.

YOUTH AREAS: A minimum payment will be collected when the reservation is made. The approx. number of people coming will be entered into the system. The remaining fee will be collected upon arrival by property registration.

RALLY CAMP: A minimum payment will be collected when the reservation is made. The approx. number of units coming will be entered into the system. The remaining fee will be collected upon arrival by property registration.

All monies collected will be deposited into a state account set up by IDNR.

Cancellation and Transfer/Change:

A cancellation fee will be charged to the customer if made before close of business on the day prior to arrival. Cancellation cannot be done on the Internet. Partial cancellations are not allowed. The entire reservation must be cancelled. A Transfer/change fee will be charged for each transaction. A site transfer/change from one site to another on a reservation will be allowed up until the day before arrival through the call center only. The transfer can be made to any property and must be within the same rental year. Transfers to another person are not allowed. Additional/refund rental fee will be collected/refunded if the transfer facility is at a different rate.

No fee will be assessed to change the occupant name on a multiple site reservation but the customer making the reservation cannot change.

Reservation per Transaction:

A customer can make unlimited number of reservations per call or on the Internet. The address will be captured for campgrounds and canoe camps and the address and group name will be captured for youth and rally.

Reservation Season:

Will be defined to include the first weekend in May and the last weekend in October of each year.

Reservation Window (booking window):

A maximum of 6 months prior to date of arrival (ex: January 1, inventory will become available for June 1. Exceptions are February 28, inventory will become available for August 28, 29, 30, 31 except for leap year and then inventory for August 29, 30, 31 will become available on February 29).

A minimum of zero days (customer can make a reservation on the day of arrival up until noon).

For the Internet, first day of availability will be restricted to coincide with the opening hour of the call center. Thereafter, Internet reservations will be available 24/7.

Walk-in Rentals:

IDNR staff will rent sites from the inventory. The customer will be charged the regular camping fee. Campers without a reservation will not be guaranteed a maximum stay.

Check-out:

Checkout is 2:00pm Monday – Saturday and 5:00pm on Sunday and holidays.

CABINS, COTTAGES & GROUP CAMPS**Reservation Definition:****CABINS**

A single cabin can be reserved for a maximum of 14 consecutive nights. Renter must vacate property for a minimum of 48 hours (2 days) before returning with a new reservation. Customer can reserve unlimited cabins in one call or one Internet session but each cabin will result in a separate reservation.

COTTAGES

A single cottage can be reserved for a maximum of 14 consecutive nights. Renter must vacate property for a minimum of 48 hours (2 days) before returning with a new reservation. Customer can reserve unlimited cottage in one call or one Internet session but each cabin will result in a separate reservation.

GROUP CAMPS

A group camp can be reserved for an unlimited number of nights. A customer can make an unlimited number of reservations in one call or Internet session but each reservation will result in a separate reservation.

Length of Stay:**CABINS****Off Season:**

Sunday – Thursday, 2 night minimum

Weekend stay must include Friday and Saturday or Saturday and Sunday

Holidays: Normally a 3-night minimum, dates to be provided.

If 7 nights or more are rented, no restriction on weekend stay but cannot exceed 14 night rule.

Peak Season:

A minimum of 1 week (Saturday to Saturday) dates to be provided. If a cabin is not rented for the week within 14 or 90 days, depending on the property, from the rental date then the cabin will be made available for a 2-night minimum.

COTTAGES

1 night during weekdays

2 nights for weekends (Friday and Saturday or Saturday and Sunday)

If 7 nights or more are rented, no restriction on weekend stay but cannot exceed the 14 night rule.

3-night minimum for holiday weekends.

GROUP CAMPS

Season: April 1 – October 31 for all camps*

Sunday – Thursday: 1 night minimum

Weekend stay must include Friday and Saturday

Holidays: Normally a 3-night minimum, dates to be provided.

*Pokagon & Tippecanoe offer winter reservations (November 1 – March 31) with a 2-night minimum on weekends only.

Peak Season:

During Memorial Day – Labor Day customers must rent Sunday – Saturday at McCormick's Creek; Saturday – Friday at Pokagon; and Sunday – Thursday at Shakamak.

Method of Payment:

CALL CENTER

Credit/Debit card (MasterCard/Visa), quick check verify, money order. Credit card only if made less than 15 days prior to date of arrival. Customer has the option to pay with a different credit card if extending a stay or when paying remaining amount of rental fee. If reservation made by money order, vendor must receive money order within 7 days after reservation is made or the reservation will be cancelled and facility returned to inventory. If a money order customer reserves multiple sites the occupants will be allowed to call and make payments by credit card with the same 7-day rule applying.

INTERNET

Credit/Debit card only

PROPERTY

Credit/Debit card, money order, quick check verify or cash.

CABIN: 50% of payment at the time of reservation is made will be collected with the balance due 30 days prior to arrival. Full payment will be collected if reservation is made 60 days or less from date of arrival. Customers wanting to make full payment at the time of the reservation will be allowed to do so.

Vendor will email and send letter/Invoice to customers 60 days prior to date of arrival with a balance due. If payment is not received 30 days prior to arrival, reservation will be cancelled (customer will be charged 1st night rental fee in accordance with cancellation policy) and facility returned to inventory.

COTTAGE

Full payment for the entire stay is required when the reservation is made.

GROUP CAMP

One night rental fee per week rented will be collected upon reservation for more than 1 week rented. Reservations of 7 rental days or less one night rental fee will be collected. The remaining fee will be collected 30 days prior to arrival. Full payment will be collected if reservation is made 60 days or less from date of arrival. Customer wanting to make full payment at the time of the reservation will be allowed to do so.

Vendor will email and send letter/Invoice to customers 60 days prior to date of arrival with a balance due. If payment is not received 30 days prior to arrival, reservation will be cancelled (customer will be charged 1st night rental fee in accordance with cancellation policy) and facility returned to inventory.

All monies collected will be deposited into a state account set up by IDNR.

Cancellation and Transfer/Change:

CABINS

Cancellation fee will be charged if made more than 31 days prior to date of arrival. For cancellations made less than 30 days prior to date of arrival will result in a fee of the first night rental fee. Cancellation cannot be done on the Internet. Partial cancellations are not allowed. The entire reservation must be cancelled.

Transfers will be allowed within the same reservation season at a fee will be charged per transfer. It must be within the same property and the same rental season. It also must be at the same price or higher.

No fee will be assessed to change the occupant name on a multiple site reservation but the customer making the reservation cannot change.

COTTAGES

A cancellation fee will be charged to the customer if made before close of business on the day prior to arrival. Cancellation cannot be done on the Internet. Partial cancellations are not allowed. The entire reservation must be cancelled. A Transfer/change fee will be charged for each transaction. A site transfer/change from one site to another on a reservation will be allowed up until the day before arrival through the call center only. The transfer can be made to any property and must be within the same rental year. Transfers to another person are not allowed. Additional/refund rental fee will be collected/refunded if the transfer facility is at a different rate.

No fee will be assessed to change the occupant name on a multiple site reservation but the customer making the reservation cannot change.

GROUP CAMPS

A cancellation fee will be charged if made more than 91 days prior to date of arrival. Cancellations made less than 90 days prior to date of arrival will result in a fee of the first night rental fee. Cancellation cannot be done on the Internet. Partial cancellations are not allowed. The entire reservation must be cancelled.

No transfers are allowed.

No fee will be assessed to change the occupant name, on a multiple site reservation but the customer making the reservation cannot change.

Reservation per Transaction:

CABINS

Customer can make unlimited reservations per call or on the Internet. Each reservation must have a different occupant name. The address for all occupants will be captured.

COTTAGES

Customer can make unlimited reservations per call or on the Internet. Each reservation must have a different occupant name. The address for all occupants will be captured.

GROUP CAMPS

A customer can make unlimited number of reservations per call or on the Internet. The address and group name will be captured. The approx. number of people in the group and the approx. arrival time will be collected by the system.

Reservation Season:

CABINS

The reservation season is year round for some properties. A list will be provided.

COTTAGES

April 1 – October 31.

GROUP CAMPS

Tippecanoe and Pokagon are open year round (with limited services) and all other group camps are reservable April 1 – October 31.

Reservation Window (booking window):**CABIN AND GROUP CAMPS**

Maximum of 12 months prior to date of arrival with a minimum of 48 hours before arrival.

**Lincoln Group Camp reservation window is between 12 months and 6 months before arrival date and must rent the entire facility.

COTTAGES

A maximum of 6 months prior to the date of arrival with a minimum of zero days (customer can make a reservation on the day of arrival up until noon).

For the Internet, first day of availability will be restricted to coincide with the opening hour of the call center. Thereafter, Internet reservations will be available 24/7.

Walk-in Rentals:**CABIN AND COTTAGES**

IDNR staff will rent sites from the inventory. The customer will be charged the regular cabin fee. Cabin guest without a reservation will not be guaranteed a maximum stay.

Check-in/Check-out:**CABINS**

Check-in is 4:00pm local time. Checkout is 11:00am local time.

For Early Arrivals: If the customer desires a guarantee early arrival

The customer will reserve the additional night and the vendor will note in the comment section the customer is an early arrival. Upon check-in the property will perform a property adjustment for the 1/2-day fee for early arrival and late departures. The property will determine if this option will be available for their facilities. (this is not available during peak season)

For Late Departures: If the customer desires a guarantee late departure

(6PM Check Out) The customer will reserve the additional night and the vendor will note in the comment section the customer is a late departure. Upon check-in the property will perform a property adjustment for the 1/2-day fee. (this is not available during peak season)

SHELTER/RECREATION BUILDINGS**Reservation Definition:**

A single facility can be reserved for one day (7:00am – 11:00pm). Customer can reserve multiple facilities in one call or one Internet session but each site will

result in a separate reservation.

Method of Payment:

CALL CENTER

Credit/Debit card (MasterCard/Visa), money order. Credit card only if made less than 15 days prior to date of arrival. If reservation made by money order, Vendor must receive money order within 7 days after reservation is made or the reservation will be cancelled and the facility returned to inventory.

INTERNET

Credit/Debit card only

PROPERTY

Credit/Debit card, money order, personal checks or cash.

Full payment for the entire rental period stay is required when the reservation is made.

All monies collected will be deposited into a state account set up by IDNR.

Cancellation and Transfer/Change:

Cancellation fee is ½ of the rental fee if reservation is cancelled 15 days prior to date of arrival. For cancellations 14 days or less prior to date of arrival the cancellation fee is 100% of the rental fee. Cancellation cannot be done on the Internet. Cancellations and transfers must be completed through the call center.

Transfer/change fee will be charged for each transaction. A transfer/change from one facility to another must be done 31 days or more prior to date of arrival. Thirty days or less will result in a cancellation with a fee. Transfers/changes are only allowed through the call center. The transfer must be within the same property and must be within the same rental season. Additional/refund rental fee will be collected/refunded if the transfer facility is at a different rate. Transfers to another person are not allowed.

Reservation per Transaction:

A customer can make an unlimited number of reservations per call or on the Internet. The address and group name will be captured. The approx. number of people in the group and the approx. arrival time will be collected by the system.

Reservation Season:

The reservation is year round for some facilities. A list will be provided by IDNR.

Reservation Window (booking window):

Maximum of 12 months prior to date of arrival with a minimum of 48 hours before arrival.

For the Internet, first day of availability will be restricted to coincide with the opening hour of the call center. Thereafter, Internet reservations will be available 24/7.

Walk-in Rentals:

Shelters not rented through the call center/Internet will be available on a first come, first serve basis with no rental fee on the date of arrival. Recreation Buildings are not available on a first come, first serve basis.

Check-out:

Facilities are available from 7:00am through 11:00pm local time unless specified otherwise.

Administrative Change Policy:

If changes are made to a cabin, shelter, campsite, or recreation building reservation after the customer has arrived at the property, no cancellation or reservation charge will be assessed to the customer.

All fees charged to the customer will be defined by IDNR. The State will review and approve all portal related fees.

Credits and Refunds:

Customers paying by credit card will receive a credit to their account minus any fee accrued during cancellation. All other refunds will be disbursed by the vendor on a weekly basis after approval from the IDNR CRS Administrator. IDNR will then reimburse the vendor on a monthly basis. A Call Center Supervisor, Property Manager or the IDNR CRS Administrator must approve any refund other than what is defined elsewhere within the Business Rules of this RFP.

TECHNICAL REQUIREMENTS

Reservations will be accepted by telephone and Internet. The vendor will provide a space on the campsite reservation web page for a link, button, or appropriate device that connects the user to the inn/lodge reservation page or any other approved link defined by the IDNR.

Reservations made by credit card will be confirmed and authorized at the time of the reservation request.

The system should provide context sensitive help screens to assist reservation

operators in identifying available facilities on a property-by-property basis. The information contained in the help screens will be determined by the IDNR. The screens will be capable of being changed by the IDNR CRS Administrator at anytime. Please describe how your system handles help screens for agents to assist a customer in making a reservation or rental.

The vendor will be required to enter any outstanding reservation information that has not been fulfilled into the central reservation system. The vendor must work with the current vendor to retrieve and import all data from the current system into the new system.

The system should be designed to expand for new functionality without significant interruption with the current system.

It is the goal of IDNR that the system shall have the capability of suggesting alternative sites (same campground or nearby property) based on information provided to the Vendor by IDNR

The system should contain the ability to do searches and/or queries for activities and attractions, such as hiking, fishing, hunting, boating, shopping, etc. The information should be as comprehensive as possible in order to answer customer questions and encourage quick customer decisions.

The reservation system software must generate all reservation confirmations and cancellations as designed by IDNR within 24 hours. If the customer's arrival date is less than seven calendar days after the reservation is made, a confirmation will not be sent and instead a confirmation number will be given for presentation upon arrival. If a customer requests a hard copy confirmation, the vendor must mail the confirmation within 24 hours of receiving the request if it meets the seven-calendar day guideline. The forms should be easily created and or modifiable to meet IDNR's specific needs.

It is a requirement that the system will not allow double bookings for any campsite or other facility.

The Internet must include the option to make reservations with an interactive map option.

All content, screen layout and functionality of the Internet application and field application must be approved by the CRS Administrator before implementation. Any changes requested by the CRS Administrator must be done at no additional cost to IDNR.

Telecommunication /Connectivity Specifications:

The Vendor's facility must allow for a toll free telephone number and roll over lines for the public to make reservations that comply with the standards in this section and for a toll free telephone number for the Vendor's IDNR employee help desk. The Vendor must utilize only the telephone number(s) designated by IDNR for Indiana reservations.

The telephone system should be equipped with an Automatic Call Distribution (ACD) reporting system. The vendor must be willing to work with the CRS Administrator to develop beneficial reporting static's.

The Vendor's telephone answering and processing system must meet the following requirements.

1. 80% of calls will be answered within an average of 60 seconds with a live agent.
2. When all Agents are busy, callers shall be placed in a queue that will supply a generated message indicating expected hold time and IDNR information approved by the IDNR CRS Administrator.
3. No caller shall be in queue for more than 300 seconds without being connected to an operator who must process their reservation needs.
4. All calls should be concluded within 20 minutes or less including the amount of time the caller was placed on hold.
5. The goal is to have 0% busy outs.
6. The average weekly abandoned call rate shall not exceed 5%.
7. The Contractor's phone system will be capable of expansion or reduction in operator personnel and equipment, as needed, as demand changes due to call volume fluctuations.
8. The Contractor will provide after-hours recorded messages about IDNR provided and/or approved by the IDNR CRS Administrator.
9. In order to comply with the requirements as determined by the Americans with Disabilities Act (ADA), the Contractor must provide a TDD capability at the reservation center such that an individual with a hearing impairment may fully utilize all Contractor services provided to the public.

Database Ownership and Use Specifications:

The Vendor must provide the IDNR CRS Administrator up to date access to all current and past databases regarding the campers and organizations in the databases and all other information and data entered into the databases by both the Vendor and IDNR related to this contract. All such information and data are the sole property of the IDNR and shall not be sold or made available to any person or entity without the written authorization of the IDNR. No files are to be purged from the central server without the written approval of the IDNR CRS Administrator. The Vendor shall not use the database(s) for any other purposes other than to administer the Indiana IDNR reservation program.

Hardware/Software Specifications:

The vendor will provide and install all hardware (computers, Internet connections, card swipes, printer's etc.) and software (connection software, system licenses, security updates etc), required to complete efficient and effective reservations and rentals. The vendor must work with the CRS Administrator on equipment size based on location. The vendor will work with the CRS Administrator to determine acceptable connection speeds and locations at each property

The Vendor must provide and perform maintenance on all equipment provided and repair or replace damage equipment within 48 hours.

The Vendor must be able to connect to the hardware remotely and diagnosis and correct any software and printing problems the workstation is experiencing.

Any new releases or upgrades to the software is the responsibility of the Vendor to install at each property and should be covered as normal maintenance items.

It is the Vendor's responsibility to provide IDNR with the legal number of licenses for the system.

Testing Specifications:

IDNR will form a testing team. The team will fully test all elements of the system before implementation and the vendor will make any changes to the system at no additional charge to IDNR throughout the contract. Any changes made for the next reservation season year must be completed by December 31 of the current reservation season year. The IDNR CRS Administrator must approve the system before changes are implemented.

Requested changes must not adversely alter or affect other elements of the program.

The Vendor should possess a comprehensive test/acceptance environment that can be used simultaneously with the production environment. The test environment should mirror the structure and functions of the production environment and operate with no effect on the production environment (e.g. data, processes, and response time)

Call Center Specifications:

All Agents handling Indiana reservations and public information must have pleasing and clearly understood telephone voices. They must be thoroughly trained by the Vendor in effective telephone hospitality techniques. IDNR will approve all standard telephone presentations (scripting) used by operators to make reservations and deal with caller problems, objections and complaints. Operators will not use any presentation, phrase or technique not approved by IDNR. No scripting shall be changed without prior IDNR approval.

The Vendor will provide trained reservation operator personnel to handle volume fluctuations as necessary. All reservation operators must be trained in property

reservations and will not be used to handle reservations without adequate training.

The call center hours of operations will be a minimum of 6 days per week with noon through 8:00 p.m. Monday – Thursday, Friday 8:00 a.m. – 6:00 p.m. and Saturday 8:00 a.m. – 12:00 noon Eastern Standard Time. The Vendor may be required to offer extended hours or reduced hours of operation. (NOTE: Indiana remains on EST year round at this time).

The Vendor will provide IDNR the ability to silently monitor operators from a remote location.

Reservation Help Desk Specifications:

The purpose of the Help Desk is to assist IDNR employees in working with concerns regarding reservation/registration/technical problems such as questionable information received or not received about reservations and assist in solving such problems. The Vendor must provide and pay for a help desk, a toll free telephone number, the employees to staff the Help Desk, maintenance and repair of the telephone system, and for all other related expenses. The Help Desk will be available for use by any IDNR employee.

Minimum hours of Operation for the Help Desk will be as follows:

April 1 – October 31	7:00 a.m. – 12:00 midnight daily
November 1 – March 31	8:00 a.m. – 5:00 p.m. Monday – Friday

Training Specifications:

The Vendor will provide initial training for the IDNR CRS Administrator and one other person to be identified later in those aspects of the system software that relate to query language, troubleshooting, and database maintenance. The training will take place in the Indianapolis IDNR Central Office. At the completion of this training, participants must be able to create, modify, store, retrieve and print a simple query. Participants must also be able to retrieve and print standard reservation and accounting system reports.

The Vendor will provide a CRS User Manual and Customer Service Training via on-line or digital to the IDNR CRS Administrator prior to the training sessions for review and approval. The Vendor will provide a copy of the manual to each person being trained

The IDNR will annually train the Vendor's supervisory, key personnel, and agents on IDNR reservation policies and the handling of other inquiries at the Vendor's facility. The Vendor will be responsible for the continuous training of its staff because of turnover and because of updated program and/or policy changes. The Vendor must train its staff and update their manuals in a timely manner so staff remain competent and knowledgeable in order to provide a high quality service to the IDNR and its' customers.

The Vendor must provide the following annual training prior to the statewide

implementation of the Reservation System and Customer Service Training. The Vendor will pay all such costs related to such training except the cost of IDNR employee wages, travel expenses, meals and lodging:

1. Initial hands on software training for IDNR field employee's consist of one training session in February for key staff and one training session in early May for gate house attendants. Locations to be determined and arranged at a later date by the IDNR CRS Administrator with the cooperation of the Vendor.
2. The scope and duration of the training will be subject to approval by the IDNR CRS Administrator prior to the implementation of any training program.
3. The Vendor must provide a user manual on the workstation application prior to the implementation of the training program for approval by the IDNR CRS Administrator.

Problem/Complaint Performance Resolution Specifications:

The Vendor shall advise the IDNR CRS Administrator, as appropriate, regarding potential and actual problems and failures that may have occurred. Examples include equipment failures, delays due to unexpected overloads, significant public confusion and /or complaints or any other difficulty that may result in significant complaints or systems failure beyond 15 minutes. All serious complaints and/or problems are to be reported to the IDNR CRS Administrator at the earliest possible moment. The Vendor shall use all reasonable methods within its means to resolve public complaints as approved by the IDNR CRS Administrator. Please explain your ability to comply with this.

A formal system of problem/complaint resolution will be established between the Vendor and the IDNR to mediate any problems identified by either of the parties.

Should the callers to the toll free reservation number be unable to secure reservations because there is a problem with the Vendor's phone system, the Vendor shall provide an alternative call center. Should malfunctions continue, or would likely be expected to continue, for a period of twenty four hours or more, the Vendor shall complete an orderly transition of administering reservations to the alternate processing center. The alternate center shall continue to be utilized until such time as the malfunction can be corrected to the IDNR CRS Administrator's satisfaction. Please explain your ability to comply with this or suggest an alternative method.

All alternative services shall be supplied at no additional cost to the IDNR. The alternate center shall provide transparent operations to both customers and the IDNR.

The Vendor must provide for daily backup of the CRS database and provide for sufficient recovery procedures to return the system to active status in the event of a failure. The CRS may not be out of service during the operational period more than four hours per month.

The data and software application must be kept in a fire proof safe and tested for back up once a year

Should the CRS registration & rental process at the property level be prevented due to any component that the vendor is responsible for supporting, the Vendor will be required to resolve the problem within two (2) days after reporting the problem.

Reports Specifications:

The system must be capable of transmitting revenue reports to the IDNR Accounting Office.

The IDNR CRS Administrator must have access to run queries and develop ad hoc reports at all times.

The Vendor must work with IDNR CRS Administrator to define layout and field requirements for any Ad hoc reports and to develop any unforeseen reports needed at a later date.

Below is a list of reports that the system currently provides and should be included within the system. The system should also have the ability to provide any additional reports that we may require.

1. Call Center Operation Reports
2. Call Center Revenue Reports
3. Property Operation Reports
4. Property Revenue Reports
5. Property Management Reports
6. Accounting Reports
7. Administrative Reports
8. Annual Statistic Reports